San Diego County Library
PC Reservation and Timeout Software
Frequently Asked Questions

Q - Why is the library using the PC Reservation and Timeout software?
A - The Internet has become a very popular library resource. In order for San Diego County Library (SDCL) to give every customer equal access to its computers, PC Reservation or Timeout software is installed to make computers available to more customers. This system enables the library to better manage the public-use computers, assuring equal access for all.

Q - How does it work?
A – The software works two ways. 1. You make a reservation. With a reservation, computer time is available in 60 minutes blocks.   The 60 minute period will include downloading and printing time. A total of 120 minutes **may** be available per day.   Customers will receive a receipt with a computer number and reservation time when reserving an Internet computer. Reservations are made for the same day only.   2. If an Internet computer is available, and no one is waiting, you may log on the available computer with your library card and PIN. If you log on an available PC without a reservation, you may not be guaranteed 60 minutes of use if a reservation had been placed earlier by another library customer.

Q - How much time do I get on the Internet computer?
A – Up to 120 minutes a day may be available in 60-minute reservation blocks. Unused time does not carry over to the next day.

Q - When does my time start and stop?
A - If you have a reservation, the time starts at the scheduled reserved time. If you walk up to a workstation and begin to use it without a reservation (because the computer is available), the time begins then. You can stay on the computer until the reservation time runs out, or the next reservation for a specific time, whichever comes first.

Q – Do I need a library card to use the Internet computers?
A - A valid San Diego County Library card and PIN are required to use the Library's Internet computers. A customer **must** have their card with them, and must use his or her own library card to sign onto a computer. A PIN is alphanumeric. At each log on, customers are asked to comply with the SDCL "*Library Internet and Computer Use Responsibilities*" policy and will be denied access if they refuse. San Diego County Library customers under the age of 18 must display their library cards with the "SDCL" Net sticker showing in the cardholder when using an Internet computer.

Q - How do I get a library card?
A - Fill out an application form at any branch of the San Diego County Library. You will also need to provide identification and proof of your current address. There is no charge to obtain a library card. If you are under 18, you will need a parent or guardian signature and an *Internet Parental Consent* form on file with San Diego County Library in order to use the Internet.

Q – How can I use the computers if I don't have a library card?
A - Yes. If you are 18 or older and a resident of San Diego County, you must apply for a library card if you intend to use Internet stations. If you are a visitor from outside San Diego County, you may see a library staff person to make arrangements as a visitor.

Q - If I have fines on my Library Card can I still use the Internet?
A - Yes. Fines do not affect your Internet privileges.

Q - How far in advance can I reserve a computer?
A - Reservations are made for the same day only. No reservations will be taken for future days.

Q - What if I show up early?
A - You must wait until your scheduled time to log in, unless your reserved computer is available early. Daily time allotment does not change if you are early.

Q - What if I arrive late or miss my scheduled reservation?
A – If you have not logged on within the first 10 minutes of your scheduled reservation, the system cancels your reservation, and the reservation is considered forfeited. Computers will then become available for walk-up users. You can make another reservation if time is available.

Q - How will I know when my session is ending?
A - Customers will be given computerized warnings when their session is scheduled to end. There will be three warnings: 10 minutes before the session ends; 5 minutes before the session ends; and 1 minute before the session ends. When the session is over, the system automatically logs out.

Q – What if I need to walk away from my reserved computer for a few minutes?
Customers may "lock" or suspend the computer, if they must step away from their assigned Internet computer for a few minutes. The customer may step away for up to 15 minutes. The "lock" time will count against the 60 minutes session. You must lock the computer with a password. Please remember your password. Staff may be unable to unlock the computer for you.

Q - If I finish my session early, what should I do?
A - Close all programs and log out completely to end your session. Be sure that you have nothing left open.

Q - What if I log out early and I'm not finished?
A - If you still have time available in your 60-minute session, you will be able to log back in and finish your session, if there is an available computer or reservation time.

Q - When I logged in, the computer indicated that I only had a few minutes available. Why don't I have more time?
A - This means one of two things: either the computer you have logged onto is reserved for another customer in a few minutes, or you have already used your allotted 120 minutes per day.

Q - I typed in my library card number and PIN but get an error message. What's wrong?
A –You may have typed your library card or PIN incorrectly; please re-try. If the message repeats, please ask staff for assistance. Again, scheduled time is set. The time is not reset due to a problem with your library card.